



# Policy Manual

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## **1.0 FRAMEWORK**

### **1.1 Belief Statements**

- All citizens have a right to food security
- All sectors of society play a role in ensuring food security
- The FB has a responsibility to provide food to those in need in our area but to go beyond our boundaries to advocate at community, provincial and national levels

### **1.2 Vision Statement**

- Our vision is a community where everyone has food security
- Individuals in this community will avail themselves of all resources available (including their own) to attain food security

### **1.3 Mission Statement**

- Sharing Food – Feeding Hope – Strengthening Community – with Dignity!

### **1.4 Mandate**

- To act as a front-line agency assisting those struggling to meet the needs of themselves and their families.
- To act as a food warehouse and to work with other agencies that assist people in need.

### **1.5 Target Statement**

- The services of the FB are available to residents in this area who are in need of short-term food assistance

### **1.6 Aims**

- To increase public awareness of food security issues in the Tofield Ryley area
- To work with community agencies such as FCSS, RCMP, schools and churches to identify those in need, and to satisfy those needs
- To ask for donations, publicize needs, and encourage volunteerism that will be instrumental in meeting such needs

## 2.0 GOVERNANCE

### 2.1 Policy-Making Process

- The Board, given the authority under the Societies Act of Alberta for the governance of the FB, makes sure that framework, Board self-governance, operations, and advocacy policies are developed
- The Board believes that developing policies provides effective parameters and guidelines for action. The Board expects Board members and service volunteers to know the policies related to their duties.
- In fulfilling its responsibility for policy-making, the Board will:
  - Define the functions of the Board and approve framework, board self-governance, operation, and advocacy policies
  - Make sure, before approving new policy, that such policies comply with relevant legislation or regulation, with the Board’s objectives and bylaws, and with existing board policies or agreements
  - When setting new operational policy, work from the broadest, most general statements of policy
  - Encourage, as appropriate, community involvement in policy-making
  - Make sure policies approved by the Board are available to all Board members
  - Regularly monitor and review its policies
  - Take responsibility, under the direction of the Board chair, for the implementation of policy
  - Identify, with the input of the board, areas that require new policy

### 2.2 Governing Style

#### 2.2.1 Type of Board:

The Board is an administrative governing board authorized under its by-laws to direct and govern the organization’s work. The Board is responsible for governance and for implementation of its operation.

#### 2.2.2 Committee System:

The Board establishes one standing committee. The Board may establish, as necessary, other standing committees, sub-committees, and ad-hoc committees

#### 2.2.3 Organizational Structure:

The FB has an administrative governing board. Members of the executive committee are approved by the Board to carry out the committee’s terms of reference. The Board reviews committee assignments annually. Board members and volunteers work together to provide the services of the food bank.

### 2.3 Roles, Responsibilities and Functions

#### 2.3.1. Board Function

##### 2.3.1.1 Board of Directors’ Responsibilities

All FB Board Members will:

- Perform the legal obligations of the Board

- Take responsibility for FB operations
- Approve, where appropriate, policy and other recommendations received from the Board and standing committees
- Monitor all Board Policies
- Review the bylaws and policy manual and recommend bylaw changes
- Review long term strategic planning
- Evaluate its own performance
- Represent FB to the community at large
- Assist in developing and maintaining positive relations among the Board, its committees, volunteers and community to enhance the FB's mission
- Represent the Board at FB events
- Approve and monitor FB budget
- Approve and monitor the fundraising initiatives
- Recruit Board members and service volunteers

#### 2.3.1.2 Role Descriptions for FB Officers

- Duties of FB Chairperson
  - Exercise general supervision over affairs of FB
  - Serve on the Executive Committee
  - Chair Board Meetings
  - Act as spokesperson for FB
  - Coordinate FB Board recruitment initiatives with help of Executive
  - Become informed about provincial and national Food Bank initiatives, provide relevant information to FB, and act as FB contact
  - Oversee professional development activities for FB Board with help of Executive Committee
  - Develop appropriate self-evaluation tools for FB Board with help of Executive
  - Act as liaison with relevant community agencies, or delegate the responsibility:
    - Interagency, Chamber of Commerce, Schools, FCSS, Youth Groups, Christmas Hamper Committee
  - Arrange for a board member to be present at cheque presentations
  - Display board creation/delivery/pick-up
  - Update brochure
- Duties of FB Vice Chairperson
  - Convene and preside at meetings of the Board in absence of the chairperson
  - Assist the chairperson with any duties as needed
  - Attend functions as delegated by the chairperson
  - Assist with other Food Bank Initiatives where possible
  - Act as liaison with the Interfaith Council
- Duties of FB Secretary
  - Serve on the Executive Committee
  - Keep copies of the organization's bylaws, policies, and minutes of all Board meetings

- Keep lists of current Board members, committees, and general membership
  - Notify Board members of all meetings (executive, general and AGM) and forward copies of the complete meeting agenda to Board members prior to the meeting date
  - Record accurate minutes of the meetings
  - Conduct and keeps records of general Board correspondence
  - Sign Board minutes and official documents of the organization as required
  - File the annual return, amendments to the bylaws and other incorporating documents to the Corporate Registry
  - In the absence of the Chairperson and Vice-Chairperson, chair Board meetings unless there is an election of alternate Chairperson
  - Maintain regular contact with local government: town councils, councilors in Tofield/Ryley/Beaver County
  - Purchase administrative supplies (file folders, printer ink, etc.)
- Duties of FB Treasurer
    - Serve on the Executive Committee
    - Oversee and present budgets, accounts and financial statements to the Board
    - Ensure that appropriate financial systems and controls are in place
    - Ensure that the record-keeping and accounts meet the conditions of statutory bodies
    - Prepare accounts for audit and liaising with the auditor, as required
    - Present accounts at the AGM
    - Manage bank accounts
    - Set up appropriate systems for book-keeping, payments, and petty cash
    - Ensure everyone handling money keeps proper records and documentation
    - Give regular reports to the Board on the financial state of the organization
    - Ensure proper records are kept

#### 2.3.1.3 Responsibilities for Directors (Revised: January 2020)

At the first Board Meeting after the Annual General Meeting, Directors will choose which of the following areas they will be responsible for:

- Ryley Representative – Duties:
  - Pick up donated food from Ryley donors; deliver to Food Bank
  - Act as a liaison between Ryley community and FB; report Ryley news and issues at each Board Meeting
  - Represent the FB at selected Ryley events (such as Trade Fair, Farmers Market, etc.)
  - Act as FB spokesperson for Ryley: make/post information posters, place information items in Village Voice, other (float in parade)
- Tofield Ministerial Liaison– Duties:
  - Act as a liaison between the two groups by providing brief reports at each of the two meetings

- Provide to church ministers any information about the FB that would be suitable to relay to their congregations
- Get feedback from the Ministerial Committee regarding effectiveness of FB program
- Director(s) at Large
  - Attend workshops, meetings, etc
  - Assist in other Food Bank initiatives where possible.
- Volunteer Coordinator – Duties:
  - Oversee schedule of service volunteers, including:
    - hamper distribution volunteers
    - Alberta Food Bank pick-up volunteers
    - weekly local food pickup volunteers
    - bulk food re-packaging volunteers
    - organizing volunteers to take part in food drives
  - Recruit, screen and train new volunteers
  - Create and update handbook of hamper distribution procedures for volunteers
  - Oversee volunteer recognition and social events for volunteers.
  - Keep accurate records of FB hamper distribution information and volunteer hours.
  - Create statistics from FB records and provide information when requested
  - Manage keys for volunteers
  - Along with the Food Bank Manager, oversee the Youth Volunteers.
- Food Bank Manager– Duties:
 

The TRA Food Bank Manager is responsible for, or delegates responsibility for:

  - Managing physical Food Bank building needs (cleanliness, etc.)
  - Acting as trouble-shooter
  - Arranging for volunteers to accept donations from time to time
  - Purchasing of cleaning supplies.
  - Arranging for boxes and plastics to be on hand at all times.
  - Change Signage/phone messages as per holidays etc.
  - Arranging for snow removal contacts & contracts,
  - Ensuring the maintenance food bins in the county – signs/replacing when necessary
  - Assist Stock Controller as needed
  - Oversee Garden Project and Gleaning and Storage Project volunteers
  - Along with the Volunteer Coordinator, oversee the Youth Volunteers.
  - Assisting with other Food Bank initiatives where possible
- Stock Controller – Duties:
  - Stock shelves, moving closest dated food to the front, re-packing food stocks as required into pre-determined sizes for hampers as per Board direction



- Oversee and purchase of food items in cost-effective manner to replenish food shortages, according to the annual budget and the Board approved list
  - Oversee picking up donations from Edmonton Food Bank as available and needed food stocks come available
  - Keep records of donated food (donor/weight)
  - Make decisions as to movement of stock (ie Have lots of tomatoes – give instead of pasta sauce in order to not waste tomatoes) and communicate these decisions to the Volunteer Coordinators or Food Bank Manager who will liaise with the volunteers in this matter
  - Make recommendations to the Board as to food inventory needs ETC for press releases/food drives
  - Submit any Website and FaceBook updates necessary to the chair.
- Volunteer Projects
    - To be assumed by board members or volunteers. Areas below may be added to or deleted as necessary with Board approval:
    - Garden Project – under the direction of the Food Bank Manager
    - Gleaning and Storage Project – under the direction of the Food Bank Manager
    - Social Media Administration - under the direction of the Food Bank Chair
    - LOOP Farmer(s) Liaison & Pick-up
    - School Emergency Lunches

### 2.3.1.3 Board Members Code of Conduct

Board Members will adhere to the following code of conduct:

- I have client information, when I am privy to Board business dealings, or aware of other potentially sensitive issues, I promise that I will keep this information confidential. This confidentiality extends forever.
- Attendance at meetings: Board members count on my presence and active involvement at meetings. If I can't attend, I will RSVP in time. If circumstances don't allow me the time to devote to FB issues, I understand that I may be asked to reconsider my commitment, which may mean giving my place to someone else.
- Doing the jobs I have committed to: I understand that our Board works as a team, and that others count on me. I will do the assignments I take on, to the best of my ability. If I cannot complete a task, I will make alternate arrangements.
- Conflict of interest: Fellow board members expect that when I vote, or discuss issues concern FB, that I do so in the best interest of the FB, and not because of a competing interest. IF there is a conflict or the potential for a conflict, I will make this known at the meeting, and will excuse myself from discussion and voting. May absence will be recorded in the minutes. I understand that voting on an issue in which I or my family could gain (financially or otherwise) would be a conflict of interest.
- Dealing with other board members: If I have a concern, question or frustration with a fellow board member, I will approach that member first.
- Dealing with conflict: I understand that there may be differences in the way board members think, communicate and work. I understand that dealing with

conflict in a positive way allows us to clarify issues and to discover more about each other. When there is conflict, I will make every effort to be hard on the problem, and easy on the person.

#### 2.3.1.4 Board Member Recruitment

- The FB Board consists of the chairperson plus a minimum of seven and a maximum of ten other board members
- Maximum terms for board members and procedures for dealing with mid-term vacancies are found in the Bylaws.
- The FB ensures that board members are representative of the FB community
- Nominating polices
  - Background: The Board needs to be clear on the skills, qualities and experience that it is looking for in a new board member. The Board must also ensure that potential board members have a clear understanding of the responsibilities involved in being a board member. Potential board members are encouraged to ask questions and seek clarification before submitting their names.
  - The entire board is involved in nominating board members. The Board will be aware of people in the community who have the interests and the skills needed by the Board. Potential board members will be required to complete the standard application form, submit to a police check. Nomination is not automatic. The Board does not accept nominations ‘from the floor’ at AGM’s or regular board meetings.
  - The Board will ensure that the budget includes funds for board recruitment, orientation, ongoing education, training and recognition.

#### 2.3.1.5 Board Member Orientation

To help new board members, the Board will provide orientation that will clarify the FB mission, its values, the major activities board work entails, issues faced by FB, and the way in which it carries out its hamper program. Thus:

- All new board members will receive orientation materials
- Various board members will be involved in orientation activities
- A Board Orientation Manual will include: the mission statement, board history and background, bylaws, the Policy Manual, the current financial summary, and highlights of past board activities
- Orientation will include a visit to the Food Bank and a minimum of one shift with an experienced FB hamper volunteer

#### 2.3.1.6 Board Member Training

At times, board members may require of request additional training to do their work more effectively

- FB will ensure that board members receive all necessary training
- Board members who request additional training may receive financial support, if necessary

## 3.0 OPERATIONS

### 3.1 Personnel (Volunteers)

#### 3.1.2 Service Volunteers

##### 3.1.2.1 Philosophy of Involvement

- The FB can only achieve its goals through the participation of volunteers. The TRAFB accepts and encourages the involvement of volunteers within all appropriate programs and activities.
- Volunteers can contribute their talents, skills, and knowledge of our community. They can provide personalized attention to clients and be involved with the education of the public about our organization and its cause.

##### 3.1.2.5 The Right to Volunteer

- Volunteer participation is valued because it is the only way that the TRAFB can effectively accomplish its mission. The FB respects the needs of volunteers, and at the same time recognizes that the needs of the client and of the FB are priorities.

##### 3.1.2.6 Volunteer Rights and Responsibilities

- Volunteers are a valuable resource to the FB and its clients. Volunteers have the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to meaningful involvement and participation, and the right to recognition for work done. In return, volunteers agree to actively perform their duties to the best of their abilities and to remain loyal to the values, goals and procedures of the FB.

##### 3.1.2.7 Representation of the organization

- Volunteers have a special role as ‘ambassadors’ of the FB. They can best fulfill this role by being knowledgeable about how FB works, by sharing information related to general food security issues, and by letting others know how they can get involved. Volunteers who have concerns about the FB are encouraged to speak directly to the Volunteer Coordinator. Volunteers do not speak for the Board.

##### 3.1.2.5 Recruitment

- Volunteer recruitment efforts will target a wide variety of groups and ages to ensure broad community involvement. Volunteers will be recruited without regard to gender, handicap, age, race, or sexual orientation.
- FB will modify jobs and make other necessary changes to allow all members of the community to become involved, unless doing so would cause undue hardship (financial or otherwise) to the Food Bank.

##### 3.1.2.6 Screening

- Except for one-time volunteer roles, all volunteer positions will include a job description.

- Job descriptions will have information related to the purpose and duties of the position, a contact person, a time frame, the desired qualifications, and the potential challenges and rewards of the position.
- Volunteer positions will be flexible enough to allow the best fit with the skills, abilities and limitations of each volunteer. Where possible and appropriate, the job will be changed to match the volunteer's skills and interests.

#### 3.1.2.7 Orientation and Training

- The Volunteer Coordinator or designate will provide orientation and training to all volunteers.
- All volunteers will receive their own training materials. The training manual will be returned when the volunteer stops working with the FB.
- Copies of the training materials will be available at all times at the FB.
- Each volunteer receives a Food Bank T-Shirt. (17.03.26)

#### 3.1.2.8 Evaluation

- The FB encourages a relationship of mutual trust and respect between the Volunteer coordinator and the volunteers. The Volunteer Coordinator is open to hearing concerns or suggestions for improvement regarding the way FB delivers its services.
- The Volunteer Coordinator or designate will have periodic discussions with volunteers, as individuals or as a group, to discuss strengths and/or suggestions for improvement on the part of the volunteer or the Food Bank.

#### 3.1.2.9 Recognition

- FB values the work volunteers do, and will say a frequent 'thank you' in a variety of cost effective and meaningful ways.

#### 3.1.2.10 Resignation and Termination

- Volunteers who wish to resign are encouraged to inform the Volunteer coordinator as soon as possible in order to facilitate a timely replacement.
- Volunteers who knowingly provide false information may be terminated immediately.
- Volunteers who breach confidentiality may be terminated immediate.
- When volunteers are not able to perform their duties adequately, and modification of the duties is not possible, the Volunteer coordinator may require the volunteer to resign.

#### 3.1.2.11 Volunteer Records

- The Volunteer coordinator will maintain a file for each volunteer. The file will include application forms, Criminal Record Check copy, start and end dates of service, positions held, documents related to individual feedback concerns and emergency contact numbers.
- The FB will follow the appropriate procedures to ensure that FB adheres to the relevant confidentiality legislation. Application forms and evaluation/feedback information will be kept in a secure location.

- Files of no-longer-active volunteers will be returned to the applicant, or shredded after information has been recorded.

### **3.1.4 Special Case Volunteers**

#### **3.1.4.1 Friends, relatives, and family members as volunteers**

- The FB encourages friends, relatives, and family members of volunteers to volunteer as well. They, too, will go through the standard volunteer application/screening process.
- The FB may accept as volunteers those participating in student community service activities, student intern projects, alternative sentencing programs or other volunteer referral programs. Such volunteer positions may be tailored to meet the needs of both the volunteer and FB clients. In each of these cases, a special agreement must identify responsibility for management and care of the volunteers. Where the FB does not have the manpower to support special case volunteers, FB reserves the right to refuse them.

#### **3.1.4.2 One-time volunteer groups**

- Where the Food Bank involves a group or one-time volunteers, it may require an agreement to be in place with the group's organization or the individual. A verbal discussion or agreement for that specific time or duty is acceptable.

#### **3.1.4.3 Underage children**

- There is not minimum age to volunteer, but volunteers under 18 must submit written consent from their parent or guardian prior to volunteering.
- Volunteering opportunities for underage children will be age appropriate. Volunteering positions will be restricted to jobs that do not include direct contact with clients.

#### **3.1.4.4 Clients as Volunteers**

- The FB may accept former clients as volunteers. Former clients who wish to volunteer in jobs that do not require the handling of food may volunteer at any time. Former clients who wish to volunteer in jobs that require the handling of food may do so provided adequate supervision is in place. Former clients will undergo the same screening, training, supervision and recognition procedures as other volunteers. If the volunteer requires a hamper, he must resign.

## **3.2 Financial**

### **3.2.1 Resource Development**

#### **3.2.1.1 Grants**

- The FB will actively pursue grants/ monies.

#### **3.2.1.2 Board / Membership Gifts**

##### **3.2.1.2.1 Donation acceptance policies**

- The FB solicits and accepts gifts that are consistent with its mission and that support its core, programs as well as special projects

- Donations and other forms of support will generally be accepted from individuals, corporations, other charities, government agencies, and school groups, subject to the following limitations:
- The FB accepts gifts where there is charitable intent. The most desirable gifts are those with the fewest restrictions. FB is unable to accept gifts that are overly restrictive. Unless the board grants a specific exception, the board will not accept any gifts that expose the organization to adverse publicity or other liabilities.
- FB has the right to refuse gifts which may be inconsistent with FB mission (or that we just can't use). Where the FB needs to refuse a gift, it will explain clearly the reason for refusal.

#### 3.2.1.2.2 Stewardship policies

- All gifts will be acknowledged within a reasonable period of time.
- Letters / receipts will be prepared by the Treasurer or Secretary, depending on the situation.
- When the donor is known, and an address provided, thank you cards for food donations larger than ten-dollar value or 10 pounds, or otherwise noteworthy will be sent by the volunteer accepting the donation. the Volunteer Coordinator will review the Donation file regularly to ensure donors have been acknowledged and send out those which may have not yet been sent.
- If gifts are restricted, the Treasurer will provide the donor with a financial report detailing the activities made possible by their support. This report will be submitted to the donor within 30 days of the activity.
- FB will follow accepted guidelines from CRA to determine fair market value and all other valuations of gifts. Where the donor and the Treasurer agree that the value of a gift-in-kind is less than \$1,000, CRA deems that a formal appraisal is not necessary. Where the gift-in-kind is considered to be greater than \$1,000, the gift will be appraised by someone qualified to render an opinion on the gift-in-kind.
- Files and records regarding all donors are maintained and controlled by FB. The information is confidential and is strictly for the use of the TRF board. Use of this information shall be restricted to organization purposes. The donor has the right to review his or her donor file.
- Gifts to FB and accompanying correspondence will be considered confidential information, with the exception of the publication of donor recognitions. All donor requests for confidentiality will be honoured.
- Names of donors will not be provided to other organizations, nor will any lists be sold or given to other organizations.

#### 3.2.1.3 Special Events

- Throughout the year, the FB will undertake its own fundraising events. The FB will adhere to the guidelines when it considers all special events.
- Policy: when other people fundraise for us. (Food Banks Canada has stuff on their website)
- The FB will not endorse third party fundraising and food raising activities or events that are not consistent with its missions and core values.

## 3.2.2 Resource Administration - Accounting

### 3.2.2.1 Loans

### 3.2.2.2 Accounting Systems

- FB accounting follows generally accepted accounting principles.

### 3.2.2.3 Bank and Accounts

- The FB directs the treasurer to choose a financial institution which provides the most appropriate services for the lowest cost. In general, deposits are to be made as soon as possible
- All Cheques and cash will be given to the treasurer for recording.
- All cheques, cash, etc will be placed in a locked box until deposited.
- The person receiving the mail should be different than the person recording the amounts in the cash receipts book. ("division of duties" Considered good practice. Same person shouldn't open bills, record the bills, write the cheque, record payment)
- All deposit records are to be initialed by a signing authority or designate by the Board.
- All funds will be deposited in the assigned financial institution.
- Bank reconciliations should be prepared and balanced on a monthly basis. The bank reconciliations should be reviewed by a signing officer on a regular basis.

### 3.2.2.4 Accounts/Auditors

- There must be an audit of the books, accounts and records of the Society at least once each year. The auditor(s) shall be elected or appointed at the Annual General Meeting. At each Annual General Meeting of the Society, the Treasurer submits a complete statement of the books for the previous year. (Bylaw 7.2.2.)

### 3.2.2.5 Signing Officers

- The board appoints the Secretary, Treasurer, Vice-Chairperson and Chairperson as signing authorities. Two of the four signatures must appear on all cheques.
- Signing authorities will never sign blank cheques.
- The relevant invoice should accompany the cheque for the signing officers review.

### 3.2.2.6 Receipts

- Donation receipts
  - Board members and service volunteers will encourage donors to make cash donations directly to the Treasurer. When that is not possible, volunteers will accept cash donations only if they can provide temporary receipts. Volunteers must give the receipt at the time of the donation, and the Food Bank copy will be given to the Treasurer.

- Reimbursement policies
  - Volunteers will be reimbursed for expenses incurred in the course of their duties for the Food Bank provided they submit the appropriate documentation.
  - Food Bank volunteers will make every attempt to reduce costs by taking advantage of bulk purchases.
  - Only original receipts will be accepted for reimbursement, within 30 days of the expense.
  - The treasurer may withhold reimbursement if original receipts are not submitted, or if they are submitted after 30 days.
  - Volunteers will request pre-approval for all non-food expenses over \$50.00.
  - Any volunteer who uses their vehicle for Food Bank business, will be reimbursed at the rate of \$0.25/kilometer. (17.06.12)

#### 3.2.2.7 Insurance

- FB will carry sufficient insurance. FB will review its insurance policy every 2 years.

#### 3.2.2.8 Investments, Bonds, Long term accounts

- Some of the funds of the Society, as may not be required for immediate use or to meet accruing liabilities, may be invested at the discretion of the TRAB Board of Directors in any investments as deemed appropriate by same.

### **3.2.3 Resource Allocation - Budget and Financial Planning**

#### 3.2.3.1 Financial Planning

- Background: FB will determine a budget so that it can plan a year ahead, and monitor its revenue/expenses. The entire Board is responsible for being familiar with all aspects of the budget.

#### 3.2.3.2 Budget

- The Finance Committee (treasurer) will prepare the annual budget, with board input.
- The budget will be presented alongside the financial statements in order to monitor the actual results.
- The board will approve the budget annually, as close to the beginning of the year as possible.
- The Finance Committee (treasurer) monitors the budget, and presents the quarterly report at the next board meeting.
- The Finance Committee (treasurer) clarifies / explains significant differences between budgeted amounts and actual amounts.

#### 3.2.3.3 Unaudited Financial Statements

- Unaudited monthly financial statements should be completed and presented to the Board by the Treasurer for acknowledgement and acceptance. Clarification on the records are to be directed to the Treasurer, who will obtain information and or clarification, and bring it back to the Board.



#### 3.2.3.4 Audit

- The Treasurer, and Finance committee will be involved in the annual audit. Presentation, to the Board, of the audit will be done by the auditors appointed at the prior Annual General Meeting with the assistance from the Treasurer.

### 3.3 Programs

#### 3.3.1 Food Hamper Program

##### 3.3.1.1 Client Eligibility and Need Policies

- **Background:** The FB believes that everyone has a right to food security. FB will handle its food and financial donations responsibly. Clients will receive hampers based on eligibility and need.
- **Eligibility:** The FB catchment area covers west to Strathcona County, east up to, but not including Holden, south to Camrose County, and north to Lamont County. Volunteers will use their discretion in cases where clients live very near to, but outside, of FB area. Volunteers will direct clients who are clearly outside the FB area to the nearest Food Bank.
- **Need:** Three factors will determine need: financial need, size of family, and extenuating circumstances. Intake volunteers will require clients to provide basic financial information and the following:
  - Photo ID for the main client,
  - Alberta Health Care card or Birth Certificate for other household members
  - A document that supplies us with the physical address (e.g. current utility bill)
  - If this information is not provided at the first visit, the client will be given an initial hamper, however, they will not be eligible to obtain further service until this information is supplied.
- **Underage clients:** Volunteers will request proof of age from anyone they suspect is underage. When clients under sixteen years of age request a hamper, the intake volunteer will notify the appropriate social service agency and inform the client that they are required to do so.
- **Transient clients:** Transient clients will receive a small hamper.
- **Referrals from other agencies:** Clients who have been referred by FCSS or Victim Services will be given the same service as any other client.

##### 3.3.1.2 Hours of Operation

- **Background:** The FB strives to be available at times that are convenient both for clients and for volunteers. Given the number of clients the FB serves, FB volunteers and their availability, FB will be open twice weekly. When conditions allow, or when numbers dictate, hours of operation may change.
- **Hours of operation:** The FB will be open Tuesday and Friday, 10:00 am to 12:00 noon, OR as the need in the community dictates. Hamper volunteers will monitor the FB phone at all other times.
  - To schedule a hamper pick-up, the client **MUST** call by 9 pm the day before and leave a message.
  - If the client calls the day of the hamper pick-up, they will be scheduled for the next available hamper day.

- Walk-ins may be given soup and bread only, and their hamper pick-up will be scheduled for their next eligible hamper day.

### 3.3.1.3 Frequency of Use Policies

- Background: FB will stay true to its mandate of addressing short-term food needs, while being responsive to client realities such as chronic under-employment, inadequate minimum wage, and inadequate social services support. The FB works with other social service agencies which have additional support services available for clients. The FB recognizes that some clients may need help several months in a row. Other clients may need help periodically over a longer period of time.
- Frequency of Use: Frequency of Use: Clients will be able to access 1 hamper per month per household. Volunteers will always use their discretion for clients who have reached their limit. Bread and soup will always be available to clients on a weekly basis.
- Clients who have not used the FB for two years will have their information shredded or deleted from the Link2Feed program.

### 3.3.1.4 Food Hamper Content

- Content of hampers: the amount of food and the type of food will vary, depending of the size of family, age of family members, and availability of supplies.
- Size of hampers: FB makes hampers that are intended to contain adequate food to meet client needs for five days.
- Special diets: FB is aware that a growing number of people require special diets (gluten-free, low sodium, etc). Currently, the FB has neither sufficient food donations nor sufficient client demand to make complete special diet hampers feasible. Special diet items, if donated, will be prominently displayed on the Free shelves for clients to take as they need.

## 3.3.2 Food Donation

Background: FB will follow safe food handling procedures as provided by the Health Inspector for Beaver count, food Banks Canada Safe Handling Guidelines, and AB Food Bank Network Guidelines. Where requirements are contradictory, the Beaver county Health Inspector Guidelines will prevail. See guidelines from Food Bank Canada and ABFNA

### 3.3.2.1. Acceptable Foods: FB accepts the following foods:

- Non-perishable foods, defined as food that will not rot or decay if it is not refrigerated. These foods are also called shelf-stable foods as they can safely sit on a shelf for months. Typical non-perishable foods include:
  - commercially canned foods
  - whole fruits and vegetables (eg: whole oranges as opposed to orange wedges)
  - dry goods (cereal, crackers, pancake mix, etc.)
  - Sugar, coffee, rice, etc.
- Fresh Vegetables. FB accepts potatoes, carrots and other fresh vegetables.
- Inspected meat

- Other potentially acceptable foods
- Leftover foods from a community event may be accepted if:
  - the product (vegetable or meat tray) has been continuously refrigerated and covered
  - the product has not been contaminated (people have not been able to touch it)
- Ready-to-eat foods (e.g.: surplus food from restaurant) may be accepted if:
  - the product is not left over from a patron
  - the product has been maintained below 4 degrees C or above 60 degrees C and protected from contamination
  - the age of the product does not exceed recommended requirements

#### 3.3.2.2 Unacceptable Foods: FB does not accept the following:

- Home canned preserves such as jams and jellies. Although their high sugar content means that they are likely quite safe, the age and contents of the product are often unknown.
- Perishable foods from premises without a valid Food Establishment Permit (eg: homemade bread)
- Perishable food that has been held at temperatures between 4 degrees C and 60 degrees C (eg: wieners or eggs that have not been refrigerated)
- Uninspected meat
- The following canned foods are unacceptable:
  - foods in bulging, rusting, leaking, or (severely) dented cans
  - cans without labels, unless there is a reliable assurance as to the contents of the can
  - expired baby food
  - home canned pickles, vegetables (see notes for ABFNA)
- Food that has been contaminated by insects, rodents or chemicals

### 3.3.3 Non-food Donations

- FB accepts donations such as toiletries, dish soap, pet food, and baby items
- FB makes non-food donations such as those listed available to clients. Donated items with limited demand (tapioca starch, canned artichokes, etc) are also made readily available
- Cold medications, aspirin, antacid, etc will be disposed of

### 3.3.4 Surplus Food

Background: on occasion, the FB has an excess of certain foods that are in danger of going stale or rancid, or that can't be used up quickly enough:

- The FB will donate excess foods to organizations similar to FB with the understanding that the organizations will distribute the food at no charge to their clients
- The FB does not sell, trade, or barter food
- The FB will donate suitable food to schools in the FB area for students in need

### **3.3.5 Record Keeping**

Background: Keeping track of the amount and source of food donations, and demographics of FB clients is part of running an effective organization. Accurate record keeping allows the FB to monitor changes, and Food Bank Canada encourages this practice.

#### **3.3.5.1 Policies**

##### **3.3.5.1.1 Food Policy: FB will keep a record of the following:**

- Amount of food donated
- Source of food donated (general categories include: food drives, personal donations, town food bins, Alberta Food Banks)
- Number of hampers filled
- Age range of clients

##### **3.3.5.1.2 Confidentiality Policy**

- Upon their involvement with the FB, all board members and service volunteers sign a confidentiality agreement forbidding them to divulge client names, addresses or any other information that could identify clients.

##### **3.3.5.1.3 Client Records Policy**

- Client records are kept online in a Link2Feed account as per request of Food Banks Alberta. Locked box paper records will be destroyed as soon as no longer required.
- Hamper volunteers will not leave exposed or take home any material that could identify clients.

### **3.3.6 Advocacy**

#### **3.3.6.1 Other Agencies**

- The FB recognizes the importance of working with other social service agencies. Connect with other community agencies allows the FB to promote awareness of food security issues in general, and FB issues in particular.
- The FB chairperson or designate will make every effort to attend FCSS Interagency meetings, Chamber of Commerce meetings, and other community meetings, as appropriate.
- The FB will share information about its services to a wide variety of social service and community agencies
- FB board members will be familiar with services in the community
- Volunteers will have a variety of social services brochures with contact numbers available for clients. Clients of the FB may be referred to other agencies, as appropriate. Volunteers will not counsel or give advice to clients

### **3.3.7 Dispute Resolution**

- Volunteers and clients can expect to be treated in a respectful and courteous manner. Volunteers and clients will be made aware of the process for dealing with concerns or disagreements.

### **3.3.8 School Program Policy**

- The FB will work with the Ryley, Tofield, North Star, and CW Sears Schools to provide students in need of food. Each September the FB Manager will contact the designated representative the school to establish a procedure for the current school year that ensures that food will be available to students when necessary.